

Appendix S – Glossary of Key Terms

TERM / ACRONYM	DEFINITION
("ACF") Administration for Children and Families	shall mean a division of the Department of Health & Human Services that promotes the economic and social well-being of families, children, individuals, and communities.
ABAWD (Able-Bodied Adult Without Dependents)	Able-bodied adults from ages of 18 through 49 without dependents
Account Management Plan	shall mean a plan that includes structure, planning and procedures to maintain and implement account management infrastructure or middleware on which the System will run.
ACFC (Aid to Children in Foster Care)	Aid to Children in Foster Care
ACRR (Alabama Case Record Review)	Review tool used currently by SNAP Supervisors and Field staff to perform case reviews.
ADDI (Alabama DHR Document Imaging)	Food Assistance Virtual filing system, where files are scanned and/or uploaded from OACIS
AE (Agency Error)	An case error caused by the agency
AESAP (Alabama Elderly Simplified Application Project)	Project administered for households containing all members 60 and over, with no earned income.
AFDC, ADC (Obsolete Acronyms for Family Assistance)	Formerly Aid to Families with Dependent Children – Currently TANF (Temporary Assistance to Needy Families)
A-FILE (Alien File)	The history file containing all data and documentation pertaining to an individual alien.
AGR (Alternate Grantee Relative)	An individual designated to receive payments on behalf of a person who is ineligible to receive benefits directly due to past disqualification or incapacity.
ALDHR (Alabama Department of Human Resources)	Alabama's Agency which administers Health & Human Services Programs
A-Number (Alien Registration Number)	Number assigned to aliens admitted into the United States issued by Immigration and Naturalization Services
APM (Assistance Payment Manual)	Family Assistance's Policy Manual
Application Lifecycle Management Tool	shall mean a comprehensive development tool for managing a product or application from conception, requirements, development and operations, regardless of project management method.
Application Programming Interface ("API")	shall mean a set of routines, protocols, and tools for building software applications. An API specifies how software components should interact.
APTD (Aid to the Permanently and Totally Disabled)	The category ('D') of Supplementation assistance for needy persons who are under age 65 and permanently totally disabled.
Architectural System Design	shall mean a document that defines a collection of hardware and software components and their interfaces to establish the framework for the development of a system.
Architecture Design Documents	shall mean documents which include the Architectural System Design, interface design, and database design. It specifies the working relations between all the parts for systems in terms of their characteristic actions.
A-RESET (Alabama Resources for Enrichment, Self-Sufficiency and Employability Training)	Alabama's Food Assistance (SNAP) Employment and Training Program
AU (Assistance Unit)	Family Unit for TANF purposes
BABOK	A registered trademark of International Institute of Business Analysis

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	(IIBA)
Benefit Payment Accuracy Report	shall mean a report which analyzes the benefits match rate of both recipient and amount between benefits to be paid by the new System and benefits that would have been paid out of the Legacy System, using a representative data sample
Board of Adjustments	The Board of Adjustment is an independent, quasi-judicial agency of the Legislative Branch of the State of Alabama. It was established by §41-9-60, Code of Alabama, 1975, to provide for the adjustment of claims against the State of Alabama or any of its agencies, commissions, boards, institutions or departments to persons for injuries, damages to property, death or payments due on contract.
Business Activity Monitoring (“BAM”)	shall mean an activity of using processes and tools that enhance situation awareness and enable analysis of critical business performance indicators based on real-time data.
Business Rules Engine	shall mean a specific collection of design-time and runtime software that enables an enterprise to explicitly define, analyze, execute, audit and maintain a wide variety of business logic, collectively referred to as “rules.” A business rules engine enables IT and/or business staff to define rules using decision trees, decision tables, pseudo- natural language, programming-like code or other representation techniques.
Business Solutions Methology	shall mean project management methodology based on the principles of the Project Management Body of Knowledge (“PMBOK” [®]) and the Business Analysis Body of Knowledge (“BABOK” [®]).
Capacity Plan	shall mean a document used to manage the resources required to deliver IT services. The plan contains scenarios for different predictions of business demand, and options with cost estimates to deliver the agreed service level targets.
CEMP (Community Employment Program)	As part of the JOBS program participants, receive on valuable work experience working temporarily with community partners, in hopes of becoming employed permanently by the partner or other employer.
CFR (Code of Federal Regulations)	The official legal print publication containing the codification of the general and permanent rules published in the Federal Register by the departments and agencies of the Federal Government. Electronic Code of Federal Regulations (eCFR)
Change Impact Action Plans	shall mean a plan that provides details of how a change affects stakeholders and how to engage and prepare stakeholders for a change (e.g., a system implementation).
Change Management Plan	shall mean a plan which defines processes and procedures to manage and control changes.
Change Order Process	shall mean the process used by Change Control Board to review, evaluate, approve, delay or reject changes to a system.
Change Request	shall mean a document containing a call for an adjustment of the system; it is a part of the change management process. A change request is declarative, i.e. it states what needs to be accomplished, but leaves out how the change should be carried out.
Claims Online Tracking System	shall mean the ALDHR system that tracks all SNAP and TANF benefit overpayment claims. The system is primarily used to capture specific information about the claim including recipient information, overpayment periods and amounts, classification, accounting and

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	payments, and associating notes or narratives
Client Services Resolution Tracking	shall mean the ALDHR system that tracks appeals and complaints filed or submitted on behalf of individuals who are dissatisfied with any action or inaction when applying for or receiving services in any program administered by ALDHR. Appeals and complaints filed are tracked from inception through resolution.
Client Services Unit	refers to the unit which which impartially resolves appeals and hearings, which include disputes between ALDHR and its customer.
Client/ member/customer	Shall mean a person who applies for and/or receives services from the ALDHR
COLA (Cost of Living Adjustment)	A change in compensation or benefits based on the rate of inflation as demonstrated by the U. S. Consumer Price Index
Common Weakness Enumeration (“CWE”)	shall mean a community-developed list of common software security weaknesses. It serves as a common language, a measuring stick for software security tools, and as a baseline for weakness identification, mitigation, and prevention efforts.
Complete and Final Test Plan	is a summary of the Comprehensive Test Plan required by FNS that demonstrates that all requirements will be met.
Comprehensive Test Plan	shall mean a document that describes the objectives, scope, approach, and focus of a software testing effort.
Contingency Plan	shall mean a plan devised for an outcome other than in the usual (expected) plan. It is often used for risk management when an exceptional risk that, though unlikely, would have catastrophic consequences
Controlled Correspondence Document	shall mean a document that tracks and records requests for decisions and/or information, and the subsequent response to those requests.
Corrective Action Plans (“CAP”)	shall mean a plan of action that is developed to achieve targeted outcomes for resolution of identified errors in an effort to: 1) identify the most cost- effective actions that can be implemented to correct error causes 2) develop and implement a plan of action to improve processes or methods so that outcomes are more effective and efficient 3) Achieve measurable improvement in the highest priority areas 4) Eliminate repeated deficient practices.
Critical Path	shall mean the sequences of project network activities which add up to the longest overall duration, regardless if that longest duration has delays or not. This determines the shortest time possible to complete the project.
CS (Child Support)	Income paid under a court order by or on behalf of non-custodial parents to meet their legal responsibility to provide for their children’s needs.
CSR (Customer Service Representative)	Customer service representatives interact with clients on behalf of an organization, by responding to questions / complaints and providing information.
Data Cleanup Plan	shall mean a plan to set the process of detecting and correcting (or removing) corrupt or inaccurate records from a record set, table, or database and refers to identifying incomplete, incorrect, inaccurate or irrelevant parts of the data and then replacing, modifying, or deleting the dirty or coarse data.
Data Conversion Plan	shall mean a plan outlining the strategy, requirements, schedule and

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	validation process for transfer of the data/records to the new System and related data conversion activities.
Data Migration Plan	shall mean a plan for the process of transferring data between computer storage types or file formats. It is a key consideration for system implementation, upgrade, or consolidation.
Deliverable	shall mean a specific work product or component that must be submitted to ALDHR for the Contractor according to Contract.
DHHS (Department of Health and Human Services)	The federal cabinet-level organization which administers public assistance and public health programs; It's purpose is to protect the health of all Americans and provide essential human services.
DHR (Department of Human Resources)	Alabama's state cabinet-level organization which administers public assistance and public health programs.
Disaster Recovery and Business Continuity Plan	shall mean a plan that describes the strategy and organized course of action that is to be taken in unexpected circumstances or if there is a loss of use of the established business product (e.g., system) due to a disaster such as a flood, fire, computer virus, or major failure. The Business Continuity and Disaster Recovery Plan describes the strategy for ensuring recovery of the business product in accordance with stated Recovery Time Objective and Recovery Point Objectives.
DMU (Data Management Unit)	The administrative staff responsible for application registration.
DOB (Date of Birth)	The date on which a person was born MM/DD/YYYY
DQ (Disqualification)	The penalty of ineligibility for assistance for noncompliance with JOBS, child support cooperation requirements and SNAP work registration requirements for intentional program violation.
DSNAP (Disaster Supplemental Nutrition Assistance Program)	Disaster Supplemental Nutrition Assistance Program operated due to a disaster. Formerly Food Stamps
E&T (Employment and Training)	The provision of services and payments for certain work-related expenses aimed at preparing SNAP recipients to gain and retain employment.
EA (Emergency Allotment (Pandemic Supplemental Benefits))	Supplemental benefits awarded during a disaster such as during a Pandemic.
EBT (Electronic Benefit Transfer)	A benefit delivery system whereby Family Assistance and Food Assistance benefits are electronically issued to recipients through Point-of-Sale equipment at authorized retailers and at Automated Teller Machines (FA only) using plastic cards and Personal Identification Numbers (PIN)
EBTANS (Electronic Benefit Transfer and Numbering System) (TANF & SNAP)	State system used to assign new EBT account numbers and maintain a list of EBT account numbers of all EBT clients. Assigning accounts at the State level helps to ensure that clients have only one EBT account regardless of the number of benefits received.
eDRS (Electronic Disqualification Recipient System)	Federal data base which records and maintains IPV disqualifications
EIC (Earned Income Credit)	Obsolete term currently known as EITC
EITC (Earned Income Tax Credit)	Earned Income Tax Credit, a refundable tax credit for low income working parents that can be used to reduce their tax debt or increase their tax refund and is disregarded
Electronic Disqualification Recipient System ("EDRS")	shall mean a data interface between the Federal Government and FNS which contains information regarding internal program violations in

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	SNAP.
End User Training Evaluation Report	shall mean a report used to assess effectiveness of realized training program related to the preparation and implementation of projects.
Enterprise Content Management (“ECM”)	shall mean a collection of application and platform capabilities used to create, store, distribute, discover, archive and manage unstructured content (such as scanned documents, email, reports, images and office documents), and ultimately analyze usage to enable ALDHR to deliver relevant content to users where and when they need it.
Enterprise Master Person Index (“EMPI”)	shall mean a database that is used across the Enterprise to maintain consistent, accurate and current demographic and essential data on the customers served and managed within its various departments.
Enterprise Service Bus (“ESB”)	shall mean a set of communication principles and rules between mutually interacting software applications in a SOA.
Enterprise Technology Architecture	shall mean a document that defines how reusable standards, guidelines, individual parts and configurations that are technology-related (technical domains) should be reused to provide infrastructure services via technical domains.
Enumeration	The procedure by which the Social Security Administration (SSA) verifies social security numbers (SSNs) of public assistance applicants/recipients in cooperation with the Department.
ERD (Electronic Reports Distribution)	An online viewing and storage system for Department Reports.
EW (Eligibility Worker)	The employee of the County Department of Human Resources who is responsible for determining whether an individual or family meets specific requirements to receive assistance.
Executive Status Reports	shall mean a weekly report, in a ALDHR-approved format, submitted to the State Project Director which provides updates on the overall status of the Contract and any other applicable information at the request of ALDHR for an executive audience
FA (Family Assistance, Public Assistance TANF)	Currently known as TANF
FA (Food Assistance)	Currently known as SNAP
FACETS (Family Assistance and Comprehensive Employment & Training System)	Family Assistance and Comprehensive Employment and Training System which supports public assistance and JOBS and Food Stamps previously in Clark, Limestone and Madison Counties
Family Assistance (“FA”) (TANF)	shall mean the organizational unit of ALDHR managing family- related Programs including TANF (One Alabama).
Family Responsibility Agreement – (TANF - JOBS)	the FA grantee’s declaration of his/her understanding of the JOBS participation requirements for all family members and the agreement to accept those responsibilities
Family Responsibility Plan (TANF - JOBS)	Shall consists of the Family Responsibility Agreement and the Individual JOBS Participation Plan
FBR (Federal Benefit Rate)	SSI benefit levels
FCMP (Foster Care Maintenance Payments)	Foster Care Maintenance Payments

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FCO (File Control Office)	An INS field office where Alien Files are maintained
FCUM (FACETS Certification User Manual)	FACETS Certification User Manual
FNS (Food and Nutrition Services)	This agency increases food security and reduces hunger in partnership with cooperating organizations by providing children and low-income people access to food, a healthy diet, and nutrition education in a manner that supports American agriculture
FNS (Food and Nutrition Services)	This agency increases food security and reduces hunger in partnership with cooperating organizations by providing children and low-income people access to food, a healthy diet, and nutrition education in a manner that supports American agriculture
FS (Formerly Food Stamps, also known as FA – Food Assistance)	Food Stamps benefits are currently called SNAP – Supplemental Nutrition Assistance Program
FTI (Federal Tax Information)	Individual tax information received by IRS which must be secured, can not be copied, scanned, etc. without special authorization and security.
Functional Requirements Traceability Matrix	shall mean a document that captures the functional requirements for an application and link them to other documents like the high-level design, detailed design, test plan, and test cases.
FY (Fiscal Year (Oct 1 – Sept 30)	Alabama operates under the same fiscal year as the federal government rather than the calendar year
Gap Analysis Report	shall mean a report of what gaps exist between requirements and the product or application provided by the Contractor.
Gate Review	shall mean a point in a project during which the project team reviews progress/results and must decide whether to move forward to the next phase of the project. A Gate Review may occur at any logical phase of a project but become increasingly important based upon how far into the SDLC a project is. These points allow the project team time to analyze the current state of the project, including documentation, business needs, unresolved
Go/No-Go Assessment	shall mean an evaluation of risk and implementation criteria for a Go/No-Go Decision document and Gate Review.
Go/No-Go Decision	shall mean a specific point at which a decision to move forward with a course of action (“Go”) or stop a course of action (“No-Go”) is .
Go/No-Go Decision Documents	shall mean the documentation required detailing a point at which a decision to continue or stop a course of action is made. If a decision is to “Go”, this denotes that the solution conforms to the documented specifications.
GR (Grantee Relative)	A parent or other capable relative in the home of an eligible child who is responsible for providing parental guidance and control.
HH (Household)	Describes a unit who are included in the Food Assistance budget
HSD (Homeless Shelter Deduction)	A standard shelter deduction for a homeless household
IA (Illegal Alien)	An non-citizen not legal admitted into the US; therefore isn’t eligible for Food Assistance benefits
ICE (Immigration and Customs Enforcement (US)	Protect America from the cross-border crime and illegal immigration that threaten national security and public safety
ID (Identification)	Proof or evidence of identity
IEVS (Income Eligibility Verification System)	A federally mandated process of sharing program information between certain State and Federal agencies.
IHE (Intentional Household Error)	Any claim for an overpayment resulting from a misunderstanding or unintended error on the part of the household

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Individual Employment Plan (SNAP) (IEP)	Tool used to assess an individual's skills, in order to create a unique and individualized plan to help an A-RESET participant to gain sustainable and gainful employment.
Individual JOBS Participation Plan	the client's plan of action for attaining financial self-sufficiency, including goals and specific steps to take to reach those goals, details and time frames for activities the client agrees to engage in, and resources available to the client.
INS (Immigration and Naturalization Service)	That branch of the federal government which maintains information and records to indicate citizenship and alienage
Integration Testing	shall mean the phase of the System Development Lifecycle in which application programs or modules that were separately developed and tested are brought together and operated as a single application. The objective of integration testing is to ensure that all elements of an application function correctly according to specifications and defined requirements as a single entity. Integration testing ensures that data and output from one program or module that function as input to or is used by another program or module are correctly processed.
IPV (Intentional Program Violation)	Any claim for an overpayment or trafficking resulting from the household and/or its representative making false or misleading statements, or misrepresenting, concealing or withholding facts or committing any act that constitutes a violation of the Food Stamp Act, the Food Stamp Program Regulations, or any State statute for the purpose of using, presenting, transferring, acquiring, receiving, possessing or trafficking of SNAP benefits or EBT cards.
IR (Interim Report)	A redetermination of eligibility which does not require a face-to-face interview and may be used for AESAP cases for two consecutive years between interviews every third year. This term can also be used to substitute for a Semi-Annual Report for Six Month Reporting households
IR (Interim Review)	A redetermination of eligibility which does not require a face-to-face interview and may be used for child-only cases for two consecutive years between face-to-face reviews completed every third year
IRCA (Immigration Reform and Control Act of 1986)	Legislation passed to deter illegal immigration to the U.S. using employer sanctions and status verification, and to allow legalization of specific groups of aliens.
IRS (Internal Revenue Service)	A bureau of the Department of the Treasury which administers federal tax laws. The IRS role is to help the large majority of compliant taxpayers with the tax law, while ensuring that the minority who are unwilling to comply pay their fair share.
ISV (Immigration Status Verifier)	An INS employee who performs secondary verification duties at local File Control Offices.
IWO (Income Withholding Order)	An order directing an employer or other payor of funds to withhold money from the income due to an individual, such as for child support
JOBS (Job Opportunities and Basic Skills)	The provision of services and payments for certain work-related expenses aimed at preparing FA recipients to gain and retain unsubsidized employment administered by the JOBS Program Operations Office in the Family Assistance Division.

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JTPA (Job Training Partnership Act (currently WIOA)	The Job Training Partnership Act of 1982 was a United States federal law passed October 13, 1982, by Congress with regulations promulgated by the United States Department of Labor during the Ronald Reagan administration. The law was the successor to the previous federal job training legislation, the Comprehensive Employment and Training Act. It was repealed by the Workforce Investment Act of 1998.
LPR _ Lawful Permanent Resident	An immigration-related status used under some US federal and state laws for determining eligibility for some public benefits, an example being unemployment benefits
Key Personnel	shall mean Contractor personnel deemed by ALDHR to be essential to the Contractor's satisfactory performance of the requirements contained in the .
Legacy System	shall mean any outdated or obsolete technology, computer program, or application, including those applications currently providing functionality for the SNAP and TANF programs.
Lessons Learned Report	shall mean a report of experiences distilled from the various components of the System that should be actively taken into account in future phases.
LIHEAP (Low Income Home Energy Assistance Program)	The Low Income Home Energy Assistance Program is a United States federal social services program first established in 1981 and funded annually through Congressional appropriations. The mission of LIHEAP is to assist low income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs. The program, part of the United States Department of Health and Human Services, is funded by grants appropriated from the federal government.
M.E. (Management Evaluation)	Review conducted by States at the project area level to determine if State agencies are administering and operating SNAP in accordance with program requirements.
Maintenance and Operations ("M&O")	shall mean a collection of activities needed to keep System viable once it has been fully implemented (e.g., troubleshooting, installing fixes and patches, running a help desk).
Master Data Management ("MDM")	shall mean a technology-enabled discipline in which business and information technology work together to ensure the uniformity, accuracy, stewardship, semantic consistency and accountability of the State's official shared master data assets. Master data is the consistent and uniform set of identifiers and extended attributes that describes the core entities of the enterprise including customers, prospects, citizens, suppliers, sites, hierarchies and chart of accounts.
NAC (National Accuracy Clearinghouse)	Data base used to identify SNAP and applications/participants who may be receiving benefits from multiple states and alert state when a duplicate is discovered in order to eliminate duplicate participation, errors and claims. NAC is only available in Alabama, Florida, Georgia, Louisiana, Mississippi and Missouri
NC (Non-Compliant with JOBS/Non-Cooperative with Child Support)	Failure of a TANF recipient/applicant to comply with JOBS or Child Support activities
NCP (Non-Custodial Parent (Child Support)	Parent who does not have custody child(ren)

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NDNH (National Directory of New Hire)	a national repository of employment, unemployment insurance, and quarterly wage information.
NDS (Non-Discrimination Statement)	In accordance with Federal Civil Rights law and U.S. Department of Agriculture (USDA) Civil Rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior credible activity, in any program or activity conducted or funded by USDA
NFAAES – New Financial Assistance Application and Eligibility System (AL DHR SNAP and TANF Eligibility System)	Shall mean eligibility, enrollment and benefits management system for which the Contractor provides design, development, and implementation to meet the requirements of this contract and the needs of the Financial Assistance Programs (SNAP & TANF).
NOA (Notice of Action)	Notice to a house explaining an action taken or to be taken
NOAA (Notice of Adverse Action)	10 day notice to a household explain a change in
NOMI/NOMA (Notice of Missed Interview/Appointment)	SNAP notice sent when applicant misses appointment for interview.
Non-Disclosure Agreement(s) (“NDAs”)	shall mean a legal contract that outlines confidential material, knowledge, or information that Parties wish to share with one another for certain purposes but wish to restrict access to or by third parties.
NVRA (National Voter Rights Act)	NVRA sets forth certain voter registration requirements with respect to elections for federal office. Section 5 of the NVRA requires that States offer voter registration opportunities at State motor vehicle agencies.
OACIS (Online Application and Case Information System)	Tool used to interview and process an applications and changes and record case documentation for Food Assistance.
OCSE (Office of Child Support Enforcement)	Office assures that support (both financial and medical) is available to children through locating parents, establishing paternity, identifying support ...
Office of Family Assistance (“OFA”)	. shall mean an Administration for Children and Families division that administers several key federal grant programs, including TANF, Tribal programs, Healthy Marriage and Responsible Fatherhood, and Health Profession Opportunity Grants.
OIT – Office of Information Technology	serves as the State central information processing organization and as a computer service bureau to State agencies
OneAlabama	TANF and JOBS client portal in which customers may apply for Family Assistance, Submit documents and create change reports
On-Site	shall mean the requirement for an individual to be physically present at a State facility in Montgomery Alabama.
Organizational Change Management (“OCM”)	shall mean a framework for managing the effect of new business processes, changes in organizational structure or cultural changes within an enterprise. OCM addresses the people side of change management.
OSI (Out of State Inquiry)	Request for information regarding a case or resident of a state received from a non-local agency.
OTI (Out of Town Inquiry)	Request for information regarding a case or resident of a county received from a non-local agency.
P&P (Purchase & Prepare)	Documentation used to state that household members purchase and prepare food and meals separately from others living in the same house

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PA (Public Assistance)	Obsolete name for Family Assistance
Payment Milestone	. shall mean a payment point for the completion of a defined group of DDI Deliverables.
PE (Prospective Eligibility)	Term used to document that a house is anticipated to be eligible for benefits
Performance Target	shall mean a minimum level of performance against a measure (e.g., response time) that the Contractor must meet to be considered compliant.
PII (Personally Identifiable Information)	Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means.
Pilot Implementation	shall mean the phase of the SDLC in which a fully functional prototype of the System is tested in a live environment before it is rolled out and implemented Statewide. The design of the pilot must provide the opportunity to test all components of the System as well as the data conversion process and System's performance
PIN # (Personal Identification Number)	Four-digit number used with the EBT card to purchase food with SNAP benefits and other items with TANF benefits.
PIT (Putting It Together for Those who Need Us Pamphlet)	Pamphlet produced by
PMBOK	A registered trademark of Project Management Institute (PMI)
POE (Points of Eligibility)	Food Assistance Policy Manual
PPP (Prudent Person Principle)	A guideline for making financial decisions using the principles of common sense and reasonable risk.
Program Integrity	shall mean a division of ALDHR that helps ALDHR customers receive all benefits to which they are entitled, while enhancing the integrity of the System.
Project Approach Document	shall mean a document developed by the Contractor after a project kickoff meeting that provides information on how the Contractor will complete the requirements in the Contract.
Project Management Plan ("PMP")	shall mean a formal, approved document used to manage project execution. The PMP documents the actions necessary to define, prepare, integrate, and coordinate the various planning activities. The PMP defines how the project is executed, monitored and controlled, and closed
Project Repository	shall mean a centralized location on ALDHR' network where contractor maintains documentation related to this project) during the Term of this Contract (or other period following termination of the Contract as required pursuant to Contract Section E.18) in accordance with the document management and retention policies specified by ALDHR.
Project Schedule	shall mean a formal, approved document in Microsoft Project format used to track project tasks, Deliverables, milestones, dependencies, and resources to ensure accurate project status reporting.
Project Status Report	shall mean a weekly report, in a ALDHR-approved format, submitted to the State Project Director which provides updates on the status of the Contractor's work and any other applicable information at the request of the State.

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PRUCOL (Permanently Residing in US under color of law)	An immigration-related status used under some US federal and state laws for determining eligibility for some public benefits, an example being unemployment benefits
PRWORA (Personal Responsibility and Work Opportunity Reconciliation Act)	United States federal law passed by the 104th United States Congress and signed into law by President Bill Clinton. The bill implemented major changes to U.S. social welfare policy, replacing the Aid to Families with Dependent Children program with the Temporary Assistance for Needy Families program.
PS (SNAP) (Processing Standard)	Time period by which an application is due to be processed (Timely non-timely recertification, 30-day expedited)
PS (TANF) (Payment Standard)	The state department has developed a payment standard which varies by family size. This standard must be used in determining financial need in all cases. The standard is based on the amount of funds available and is used uniformly throughout the state. The countable income, if any, of the assistance unit is deducted from the standard to determine the entitlement amount of assistance.
PS (TANF) (Payment Standard)	The state department has developed a payment standard which varies by family size. This standard must be used in determining financial need in all cases. The standard is based on the amount of funds available and is used uniformly throughout the state. The countable income, if any, of the assistance unit is deducted from the standard to determine the entitlement amount of assistance.
QC (Quality Control)	The QC System measures the accuracy of state eligibility and benefit determinations. Data collected by quality control are also used for program improvement and analysis.
QMB (Qualified Medicare Beneficiary)	A catastrophic medical program for individuals eligible for the Medicare program
Quality Assurance	shall mean a planned and systematic set of actions to provide adequate confidence that work products and the processes used to produce them conform to established requirements.
Release Plan	shall mean a plan that is included in overall PMP which plans out the releases of the System into a production environment.
Requirements Definition Document	shall mean a document that defines the relevant operational, performance, application, and architectural requirements of the System.
Risk Assessment	shall mean the determination of quantitative or qualitative estimate of risk related to a well-defined situation and a recognized threat (also called hazard). Quantitative risk assessment requires calculations of two components of risk ®: the magnitude of the potential loss (L), and the probability (p) that the loss will occur. An acceptable risk is a risk that is understood and tolerated usually because the cost or difficulty of implementing an effective countermeasure for the associated vulnerability exceeds the expectation of loss.
Root Cause Analysis	shall mean a method of problem solving that tries to identify the root causes of faults or problems. A root cause is a cause that once removed from the problem fault sequence, prevents the final undesirable event from recurring.

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RR (Railroad Retirement)	Retirement benefit received from the SSA for Railroad retirees
RSDI (Retirement, Survivors, and Disability Insurance)	Retirement, Survivors and Disability Insurance, the federal program authorized under Title II of the Social Security Act and administered by the Social Security Administration (SSA) which provides protection in the form of monthly financial benefits to workers and their families to offset loss or stoppage of earnings resulting from retirement at age 62 or older, death or disability.
RSDI (Retirement, Survivors, and Disability Insurance)	Retirement, Survivors and Disability Insurance, the federal program authorized under Title II of the Social Security Act and administered by the Social Security Administration (SSA) which provides protection in the form of monthly financial benefits to workers and their families to offset loss or stoppage of earnings resulting from retirement at age 62 or older, death or disability.
SAIL (Special Assessment, Intervention and Liaison Project)	The Special Assessment, Intervention and Liaison Project created to help victims of domestic violence for which the EW does screening
SAVE (Systematic Alien Verification for Entitlement)	System used to determine alien's entitlement to public benefits
SCI-II (State/County Integrated Systems for Certification and Issuance)	Mainframe system used to certify and issue Food Assistance benefits
SDLC Plan	shall mean a plan that describes a process for planning, creating, testing, and deploying an information application.
SDX (Electronic SSA/State Data Exchange)	Screen which displays SSI benefits
Security Plan	shall mean a plan of the security and interface requirements to be employed and the failure and disaster recovery/business contingency procedures available to be implemented. It includes the approach for ensuring the physical, electronic, and operational security of the System, including hardware, software, data, communications, facilities, and goods.
Single Sign-On	("SSO") shall mean an authentication process that allows a user to access multiple applications with one set of login credentials.
SIRT – System Integrity Review Tool	The tool reinforced by the 2008 farm Bill section 4121 that requires that projects for new IS system or projects involving significant enhancements to legacy systems be adequately tested by the state agency before implementation as a condition of continued FNS funding. The regulatory citations associated with review elements are to assist the reviewer in determining the proper functionality of the system design.
SNAP (Supplemental Nutrition Assistance Program (National Brand Name))	A federal program that provides food-purchasing assistance for low- and no-income people. It is a federal aid program, administered by the United States Department of Agriculture under the Food and Nutrition Service, though benefits are distributed by specific departments of U.S. states.
SOP (Standard of Promptness)	Number of days which a county department is allowed for completing a determination of eligibility and or other case actions
SOR (State Office Review)	A case review by State Family Assistance Division requested by a TANF applicant or recipient.

TERM / ACRONYM	DEFINITION
SR / SAR (Six Month Report or Semi-Annual Report)	Interim report received during the fifth month of a 12- month certification reporting sixth month information and processed to determine and issue benefits for the 7 – 12 th month of a certification.
SSN or SS# (Social Security Number)	Social Security Number
SSN or SS# (Social Security Number)	Social Security Number
Stabilization M&O	shall mean the stage of M&O for this Contract that begins immediately after Statewide Implementation in which the Contractor corrects all known issues and ensures there are no outstanding security incidents.
Staffing Tracker	shall mean a document provided by the Contractor to ALDHR on a quarterly basis or upon request that summarizes the Contractor's initial and ongoing resource needs for fulfilling Contract work as well as the Contractor's resource levels and assignments.
Statewide Implementation	shall mean the deployment of the new System for all ALDHR offices in Tennessee.
Steady State M&O	shall mean the stage of M&O for this Contract that begins after the Stabilization M&O period.
Steering Committee	shall mean a leadership group responsible for supporting project implementation on the executive level. These responsibilities include reviewing/resolving project issues not resolved at lower levels and providing advice and insight into project management issues; reviewing/resolving change management issues not resolved by the State project staff; and reviewing/supporting the resolution of contract management issues not resolved by the State Project Director.
SUA (Standard Utility Allowance)	A standard amount to be budgeted monthly for usual utility expenses which includes a heating or cooling component.
SUP (State Supplementation Payments)	State supplementation payments made to needy aged, blind and disabled persons to supplement SSI benefits and/or other income, if they would have received greater amounts of public assistance under former federal/state programs replaced by SSI
SysAdmin Audit Network and Security ("SANS")	shall mean an organization that specializes in information security and security management.
System	shall mean the Eligibility and Benefits Management System.
System Integration ("SI")	shall mean the work needed for the ESM Solution to develop and manage the EIP.
System Integrity Review Tool ("SIRT")	shall mean a SNAP System Integrity Review Tool used by State or Regional Office Staff to conduct the review by obtaining information prior to and during the on-site review.
System of Record / Reference	shall mean an information storage application (commonly implemented on a computer application with database management) that is the authoritative data source for a given data element or piece of information.
Systems Development Life Cycle ("SDLC")	shall mean a process for planning, creating, testing, and deploying an information application.
TAA (Trade Adjustment Assistance Act (formerly TRA))	Governs trade agreements between the United States and foreign countries. One of principal features of the Act is that it limits the U.S. Government procurement to US-made products or products made in designated countries.

TERM / ACRONYM	DEFINITION
TANF (Temporary Assistance for Needy Families)	Temporary Assistance for Needy Families
TANF Data Report	A collection of monthly data elements of TANF families and individuals gathered from the system and formatted according to federal requirements and required to be submitted to the Administration for Children and Families quarterly.
Technical Environment and Infrastructure Design	shall mean a document detailing specifications for all necessary hardware, software, and tools requested or required to support the appropriate number of technical environments to successfully implement the System without adversely impacting existing applications. Design includes detailed infrastructure requirements, disaster recovery planning specifications and other design elements.
Technical Requirements Traceability Matrix	Shall mean a document that captures the technical requirements for the System and link them to other documents like the high-level design, detailed design, test plan, and test cases.
Technical Staff Knowledge Transfer Evaluation Report	shall mean a report used to assess effectiveness of realized technical staff knowledge transfer.
Technical Staff M&O Knowledge Transfer Plan	shall mean a plan to transfer technical staff knowledge from the Contractor to the State in preparation for the Contractor's turnover of all M&O support responsibilities as per the Contract.
Temporary Assistance for Needy Families ("TANF")	program shall mean a Federally- funded program run by states that provides limited cash assistance to extremely low-income parents and their children.
Test Issue	shall mean any deviation from specifications with the System, including without limitation failure of System's code to perform substantially as described in design documents developed and agreed upon by the parties, as discovered during testing activities.
TNUM or T# (Temporary Number or T Number (Temporary SSN for SNAP & TANF)	A nine-character number assigned as a temporary Social Security number for a household member
Training and Knowledge Transfer Plan	shall mean a plan provided by the Contractor that includes elements regarding proposed training and knowledge transfer methodology, activities to support this methodology, and the definition of user roles and profiles, among other elements.
Treasury Offset Program System ("TOP")	shall mean a centralized offset program administered by the U.S. Department of the Treasury, Bureau of the Fiscal Service, to collect delinquent debts owed to federal agencies and states.
Turnover Plan	shall mean a document covering turnover to either ALDHR or a successor contractor that addresses the transfer of the System and related documentation, including a proposed schedule, turnover activities, and transfer of inventories, code/logic, training materials, project artifacts, correspondence, and documentation of outstanding issues.
UCB (Unemployment Compensation Benefit)	UC) program provides temporary income support if you lose your job or are working less than your full-time hours. Learn more about available benefits
Unit Testing	shall mean the phase of testing individual units or components in the software application to validate that each unit of the software performs as designed. The primary goal of unit testing is to take the smallest

TERM / ACRONYM	DEFINITION
	piece of testable software in the application, isolate it from the remainder of the code, and determine whether it behaves exactly as expected.
US Department of Health and Human Services	shall mean a cabinet-level department of the U.S. federal government with the goal of protecting the health of all Americans and providing essential human services.
USDA (United States Department of Agriculture)	Provided leadership on food, agriculture, natural resources, rural development, nutrition, and related issues based on public policy, the best available science, and effective management. (FNS is part of USDA)
Use Case (“UC”)	shall mean a list of actions or event steps, defining the interactions between a role or actor and the System, to achieve a goal. The actor can be a human or other external program. Use Cases are defined at an early stage of functional decomposition.
User	Shall generically mean any ALDHR employee has a security level to view or make changes within the system
User Acceptance Testing (“UAT”)	shall mean testing performed by the intended users of the software or System.
User Interface (“UI”)	shall mean a screen displayed on the user’s device that allows the user to see and react to certain actions and questions required providing information to the System for eligibility determinations
VA (Veteran Administration)	That branch of the federal government dealing with affairs of ex-military persons. The VA operates hospitals, domiciliary homes, pays pensions and furnishes other related opportunities for training or college for certain veterans
Vendor/Provider	Vendor refers to a SNAP E&T / JOBS entity contracted to provide services to participants, clients or customers. *Vendor also refers to an entity contracted to build or deliver Alabama’s Eligibility System.
WIOA (Workforce Innovations and Opportunities Act)	Act designed to help job seekers secure the employment, education, training and support services necessary to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.
Work Breakdown Structure (“WBS”)	. shall mean a component of the Project Schedule that breaks down the total scope of Contract work into various activities necessary to achieve the completion of Deliverables and the project
Worker/Case Worker/Eligibility Worker / Case Manager	Referrs generally to a front end worker who interviews, certifies, awards, denies and makes changes to cases.
WR (Work Registration / Requirement)	Each household member who is not qualified for exemption must register and comply with the Employment & Training Programs as a condition of eligibility for Food Assistance